

TITLE	Administrative Assistant
DATE REVISED	April 2019
OVERTIME	Non-Exempt

PURPOSE OF POSITION:

Under the general direction of the Executive Director, provide assistance to MCEDD staff who provide professional services in the areas of economic development, grants and loans management, and project management to members and regional organizations.

ESSENTIAL JOB FUNCTIONS:

LOAN SERVICING ASSISTANCE

- Provide intake support for loan applications.
- Assist in loan portfolio maintenance and client loan file maintenance. Set up and maintain files and record keeping systems. File and retrieve documents as necessary. Research and provide information in response to requests.
- Assist in preparing and issuing loan payment invoices and posting payments.
- Maintain loan information in portfolio management software.
- Follow rules, regulations and program guidelines for all loan programs.

CLIENT SERVICES

- Provide staff support for fee-for-service contracts including meeting preparation and attendance, marketing assistance, and other client contract services.
- Provide assistance in preparing reports for grants according to requirements.

OPERATIONS AND SUPPORT

- Provide marketing assistance, including preparing and disseminating monthly newsletters and client profiles.
- Order materials and supplies as requested.
- Provide non-technical information to the public regarding a variety of MCEDD services and procedures or refer to appropriate staff.
- Provide telephone support and office support duties.

AUXILIARY JOB FUNCTIONS:

- Follow MCEDD policies and procedures. Follow all safety rules and procedures for work areas. Maintain work areas in a clean and orderly manner.
- Maintain cooperative working relationships with other District staff, member organizations, and the general public.
- Maintain proficiency by attending training and meetings, reading materials, and meeting with others in areas of responsibility.
- Other duties as assigned.

JOB QUALIFICATION REQUIREMENTS:

MANDATORY REQUIREMENTS: Excellent verbal and written communication skills; proficiency in handling a multitude of varied projects; demonstrated ability to establish and maintain effective professional working relationships; proficient in commonly used office software programs; strong organizational skills; ability to work both independently and in a

team environment; consistent reliability; and positive “can do” attitude, especially to provide superb customer service.

Equivalent to high school diploma plus at least two years administrative assistant (or related) experience, or any satisfactory combination of experience and training which demonstrates the knowledge, skills and abilities to perform the above duties.

DESIRABLE REQUIREMENTS: Previous experience, training and/or education related to loan servicing. College degree preferred. Bi-lingual and bi-literate (English/Spanish) preferred.

PHYSICAL DEMANDS OF POSITION:

While performing the duties of this position, the employee is frequently required to sit, stand, communicate, reach and manipulate objects, tools, or controls. The position requires mobility. Duties involve moving materials weighing up to 10 pounds on a regular basis such as files, books, office equipment, etc., and may infrequently require moving materials weighing up to 25 pounds. Manual dexterity and coordination are required at least 50% of the work period while operating equipment such as computer keyboard, calculator, and standard office equipment.

WORKING CONDITIONS:

Usual office working conditions. The noise level in the work area is typical of most office environments with telephones, personal interruptions, and background noises. Occasional evening meetings and moderate travel within the region may be required.

SUPERVISORY RESPONSIBILITIES:

Supervision of others is not a typical function assigned to this position. May provide training and orientation to newly assigned personnel.

SUPERVISION RECEIVED:

Works under the general supervision of the Executive Director.